

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Military & Veterans Program Manager I

Class Code: 11442

A. Purpose:

Manages programs based on division goals and federal laws, regulations, and agreements; monitors program development and activities; and coordinates the delivery of services to the public and local and tribal governments to ensure effective program services are provided and in compliance with pertinent laws and regulations.

B. Distinguishing Feature:

The Military & Veterans Program Manager I acts as a lead worker and is responsible for coordinating and directing program operations.

The Military & Veterans Program Manager II supervises the Veterans' claims processing office and supervises claims processing staff.

Emergency Management Specialists are located in the central office and is responsible for adapting, administering, and implementing specific plans and activities designed to direct other governments and agencies in preparing for emergency situations and natural or man-made disasters.

Emergency Management Regional Coordinators are assigned a region, travels to local governments to provide guidance in implementing and evaluating emergency operations plans, participates in on-site implementation of operations plans during emergencies and disasters, and evaluates damages.

Veterans' Services Specialist provide counseling and research assistance, explain available veterans benefits, prepare and/or explain how to prepare claims, and review determinations made by the Veterans Administration.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Directs and coordinates programs and/or field operations to ensure services are available to the
 - a. Meets with local and tribal governments, federal officials, and other state agencies.
 - b. Directs field staff in the gathering of applicable data.
 - c. Reviews data and compiles it into reports.
 - d. Drafts letters citing findings of research and makes initial recommendations as to necessary actions.
 - e. Coordinates field activities with other state and federal agencies and personnel.
 - f. Interprets state and federal rules.
 - g. Responds to requests for information and guidance from the public.
 - h. Determines eligibility for program assistance.
 - i. Monitors field operations and activities.
 - j. Prepares agreements between the division and other agencies.
 - k. Provides input in the preparation of the division budget.
2. Directs and/or provides on-going training relevant to the activities and role of the division to ensure state and federal rules and procedures are adhered to and understood.
 - a. Provides direction to training staff.
 - b. Reviews and approves training schedules.
 - c. Reviews course announcements.
 - d. Coordinates training with local governments.

- e. Identifies training needs and reviews available training programs.
 - f. Provides technical assistance to the training program.
 - g. Trains field staff and employees of tribal or county government in division programs and processes.
 - h. Assesses ongoing training needs of tribal and county employees involved in providing division responsible services to the public.
3. Acts as a liaison and provides technical assistance to counties, the public, and other groups to enhance public awareness and carry out division programs.
 - a. Reviews and discusses projects proposed for funding.
 - b. Determines if proposed projects are within program guidelines and meet the state's needs.
 - c. Meets with local governments to discuss proposed projects.
 - d. Recommends the approval of projects.
 4. Participates in and directs planning activities for the division and local governments to determine if plans are consistent with state and federal rules.
 - a. Reviews proposed plans or changes to existing plans.
 - b. Provides technical assistance to local governments in the development and revision of plans.
 - c. Makes recommendations to change the content of plans.
 - d. Gives direction to staff in the review and development of plans.
 5. Serves as a lead worker over others to ensure the day to day operations of the office and/or programs are maintained.
 - a. Documents and provides input on staff performance.
 - b. Approves leave requests.
 - c. Trains new staff.
 - d. Addresses staff problems and discusses disciplinary actions.
 - e. Participates in interviewing new staff and recommends hires.
 6. Attends local, state, and federal public and private meetings to provide and receive information relevant to division operations.
 7. Acts as the division director, when required, to assist in carrying out division operations and activities.
 8. Organizes training conferences to provide complete and accurate information on division programs, policies, and procedures.
 - a. Identifies topics or areas of training.
 - b. Contacts and schedules trainers or speakers.
 9. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Division Director and provides work direction to other staff.

E. Challenges and Problems:

Challenged to keep field and office staff, local and tribal governments, and other agencies aware of applicable state and federal rules and policies. This is difficult because these rules and policies are constantly being changed.

Typical problems include coordinating limited staff to accomplish required functions, competing demands on the time and resources of the division, having to prioritize the use of staff and resources, ensuring that the needs of the citizens of the state are effectively met, collecting the correct and sufficient information on situations, getting necessary services to work when and where needed, coordinating responses of other agencies and personnel involved in division activities, training new staff so that they understand the requirements of their positions, maintaining familiarity with several different programs, assisting other local and tribal governments or state agencies in understanding state and federal rules, identifying possible long range solutions to problems, addressing staff issues or concerns, retraining tribal or county employees who only occasionally work with division programs and processes, and the effective utilization of budget dollars.

F. Decision-making Authority:

Decisions made include the interpretation of state and federal rules and laws affecting division programs and activities, explaining the division's position on critical or sensitive issues, the assignment and movement of operations staff, how to proceed with and process requests for assistance, eligibility for program services, content or topics for conferences, contacting and scheduling trainers or speakers for conferences, and how to get cooperation of those involved in agreements.

Decisions referred include how to deal with unusual inter-departmental problems, funding questions beyond the scope of normal budgeting, controversial media questions, politically sensitive situations, final approval of interagency agreements, funding of new projects, negotiating with federal agencies, division policies, and approval of the budget.

G. Contact with Others:

Daily to weekly contact depending upon circumstances with the public, counties, state and federal agency personnel, tribal officials, and volunteer agency coordinators on interagency requests, to coordinate services, and to provide or receive information; and monthly contact with state and national organizations to give and receive information on division activities or services.

H. Working Conditions:

Typical office environment. Travel is required.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- applicable agency and federal rules, policies, and procedures;
- effective methods of administration;
- communities, groups, and individuals receiving agency services.

Ability to:

- gather, interpret, report, and use information concerning specified area of assignment;
- interpret and follow state and federal rules, policies, and procedures;
- assess program effectiveness and recommend changes;
- train and provide direction to staff;
- prepare preliminary budget requests and reports;
- speak before groups of people;
- make decisions;

- communicate information clearly and concisely;
- deal tactfully with others.